Purestar Homecare Resources Limited

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Inspection report

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Ratings

Overall rating for this service	Inspected but not rated

Is the service safe?	**Inspected but not rated**
Is the service well-led?	**Inspected but not rated**

Summary of findings

Overall summary

At our last inspection of 24 June 2016 we found that some improvements were needed to the staff recruitment process and governance of the service and we issued warning notices to the provider. This inspection was carried out on 27 October 2016 to check if the requirements of the warning notices had been met. The inspection was carried out by one inspector.

Purestar home care service is a domiciliary care service providing support to people in their own homes. At the time of our inspection there were eight people who were receiving a service.

There was a registered manager in post when we inspected. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered managers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

At this inspection we only looked at whether the service had made improvements in the recruitment process, and the quality monitoring of the service.

We found that all the appropriate recruitment checks were being undertaken to ensure that only people suitable to work with people in their own homes were being employed.

We saw that some improvements had been made to the systems in place for monitoring and improving the quality of the service, but the systems were not fully embedded so a full assessment could not be completed.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated

The service was not always safe.

We have not re-rated this question as at this inspection as we only checked for improvements in relation to the recruitment process to ensure staff were safely recruited

People were supported by staff that had been safely recruited.

Is the service well-led?

Inspected but not rated

We have not re-rated this question as at this inspection as we only checked for improvements in relation to the quality monitoring systems in place.

We saw that some systems had been put in place to monitor and improve the quality of the service but the systems were not yet embedded to assess the effectiveness.

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Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

At our last inspection of 24 June 2016 we found that some improvements were needed to the staff recruitment process and governance of the service and we issued warning notices to the provider. This inspection was carried out to check if the requirements of the warning notices had been met. The inspection was carried out by one inspector.

This inspection took place on 27 October 2016 and was announced. The provider was given 48 hours' notice because the location provides a domiciliary care and we needed to be sure that someone would be available to assist us

As part of our inspection we looked at the records we hold about the service and any feedback we had received from people who used the service. We spoke with four people that used the service and four staff as well as the registered manager, and one office staff.

We looked at the recruitment records for eight staff to check the recruitment process. We looked at four people's care records, records of spot checks, and questionnaires to check the governance systems in place.

Inspected but not rated

Is the service safe?

Our findings

At our last inspection on 24 June 2016 we found that the recruitment procedures did not ensure all the relevant checks had been undertaken to ensure only suitable people were employed. As a result we issued a warning notice to the registered manager telling them they were required to make improvements in the recruitment process and risk assessment so people were supported safely. At this inspection we found that recruitment procedures had improved and all the relevant checks had been completed. We have not re-rated this question as we have only assessed the service in respect of the recruitment process and how the service managed risks so people were supported safely.

People were protected because the registered manager had amended the recruitment policy to reflect the process required when employing staff to ensure that only suitable staff were recruited. Staff spoken with told us the registered manager had completed up-to-date checks about their suitability to work with people using the service. We looked at records for all eight staff employed. The records showed that recruitment checks required by law had been completed, including an up to date Disclosure and Barring Service (DBS) check. The DBS check helps employers to make safer decisions when recruiting and reduces the risk of employing unsuitable people. At this inspection we saw that a structured employment process had been put in place and completed to ensure people were support by staff that had been suitably recruited.

Inspected but not rated

Is the service well-led?

Our findings

At our last inspection of 24 June 2016 we found that there were no formal systems in place to monitor the quality of the service provided to people. This meant the registered manager was unable to assess, monitor or identify the shortfalls in the service and be addressed in a timely manner. As a result we issued a warning notice to the registered manager informing them they were required to make improvements in the monitoring of the quality of the service.

At this inspection we saw that some improvements had been made and systems had been put in place. We were not able to fully assess the effectiveness of these systems because the systems that the registered manager had implemented had not had sufficient time to be embedded.

The registered manager had employed an administrative assistant so that a more effective monitoring of the service could take place. We saw that audits had been completed to assess the quality of care provided in the form of questionnaire so people who used the service could tell the provider what was working well and what improvements could be made. This was relatively new and all questionnaires had not been returned so an analyse had not yet been completed. People spoken with confirmed that they had been part of this process in that they had been visited by the registered manager and were asked what improvements could be made.

We saw that monthly reviews of peoples care had been undertaken to ensure that people were happy with the service provided. We saw that there was a system to analyse complaints, incidents, and accidents. We saw that an analysis had been completed in relation to staff competency and training where staff needed update training action to address the short falls. We saw that staff meetings had taken place so staff could voice their views about the service provided. The registered manager told us and we saw that the processes were now in place to gather information to be able to audit, but the analysis had not yet been completed so we could not see how effective the new systems will be as they need to be fully implemented.

People told us they liked the registered manager, who was approachable and available. Care staff told us the registered manager often worked alongside when supporting people with their care needs to ensure that the support people as they prefer. Staff told us they appreciated this because they felt it kept the management in touch with care delivery and felt supported by management. People who used the service told us that they were very happy with the service they received. There was a clear management structure which included an out of hours on call system to support people and staff on a daily basis. People told us and staff confirmed they were able to get support at all times including weekends.